

Voice | Data | Internet | Wireless | Entertainment



May 5, 2008

Embarq  
Mailstop: KSWESB0203  
5454 West 110th Street  
Overland Park, KS 66211  
embarq.com

### **IMPORTANT NOTICE TO IMPULSE CUSTOMERS REGARDING TRANSFER OF TELEPHONE SERVICE(S) FROM IMPULSE TO EMBARQ**

Dear Customer:

Your current local telephone service provider, Impulse Telecom Corporation ("Impulse"), is exiting the local telephone business. To avoid any interruption of your services, Impulse has arranged to transfer your services to EMBARQ. **Customers who currently receive local phone services from Impulse will begin receiving those services from EMBARQ starting June 5, 2008.** During the transition to EMBARQ, you should not experience any interruption in service and you will not be charged a carrier change fee to transfer your services.

If you have long distance services with Impulse, those services will also transfer to EMBARQ. If you use a different long distance carrier, your long distance service will not change.

Upon transferring to EMBARQ, your telephone numbers will not change, and your current services and features will remain the same as what you have at Impulse. If you have a package of services with Impulse, we will provide the EMBARQ™ package that is most comparable to your existing Impulse package. Consistent with federal rules, EMBARQ is providing this notice 30 days prior to your services being transferred. If you take no action, your services will be transferred to EMBARQ automatically. If you do not want to receive services from EMBARQ, you have the right to select another local or long distance carrier either before or after the transfer. Information about local and long distance carrier options is listed in the information pages of the EMBARQ™ telephone directory.

EMBARQ offers competitive rates, bundle discounts and a variety of services. Rates for some of our most popular calling features are listed below. For more information on local and long distance services and to review the terms and conditions that will apply if you leave your local service with EMBARQ, please visit [www.embarq.com/ratesandconditions](http://www.embarq.com/ratesandconditions). For specific information on EMBARQ™ Long Distance services, please visit [www.embarq.com/Business/Voice/LongDistance](http://www.embarq.com/Business/Voice/LongDistance). Or, you can call EMBARQ™ Customer Service. Remember, if you don't select a specific EMBARQ™ service, you will continue to have the same services and features you currently receive from Impulse or the EMBARQ™ package of services that is most comparable to your Impulse package.

<b>EMBARQ™ Business Rates</b>	<b>Monthly Recurring Charge</b>
Access Line	\$22.33
Caller ID	\$11.00
Call Waiting	\$7.00
Block Toll, Toll Free, International, & Directory Assistance	\$5.00
Collect Call Block	\$1.00
Call Forwarding	\$6.00
Remote Call Forwarding	\$20.00
Three-way Calling	\$7.00
Voicemail	\$7.95
Signal Ring	\$6.50
Call Forward, No Answer	\$2.00
<b>EMBARQ™ Business Long Distance Rates**</b>	
Business AnyTime Plan - Interstate Dial-1 (7.5¢/minute)	\$5
Business AnyTime Plan - Interstate Toll-Free (7.5¢/minute)	\$5

If you elect to have EMBARQ as your local service provider, new rates will be reflected on your EMBARQ™ invoice. For most customers, current EMBARQ™ rates will be lower than they experienced with Impulse. If you had a local or long distance service freeze on your Impulse account (which otherwise prevents change of carrier without your express authorization), it will be lifted during the transition. However, if you wish to continue a local service freeze, you will need to request a new freeze from EMBARQ after your service has been transferred.

If you have any questions regarding the transfer of your telephone services to EMBARQ, please feel free to contact us at 800-786-6272. Any questions or issues about your services or disputes with Impulse should be addressed to Impulse directly. You may reach the Impulse customer service department at 702-431-4000.

We appreciate the opportunity to be your local service provider.

Sincerely,



Kenny Wyatt  
EMBARQ™ Customer Care

**\*\*Taxes, fees and surcharges including a Carrier Universal Service charge of 11.3%, which may vary by month; Carrier Cost Recovery surcharge of \$0.99; and state and local fees that vary by area and certain in-state surcharges are excluded. Cost recovery fees are not taxes or government-required charges.**

Services not available everywhere. Business customers only. EMBARQ may change or cancel services or substitute similar services at its sole discretion without notice. Additional restrictions apply. Services governed by terms at Website: [www.embarq.com/ratesandconditions](http://www.embarq.com/ratesandconditions) ("Website"). **Local Service:** Local and in-state long-distance (including local toll) services governed by applicable state tariffs and/or local terms of service at Website. **Long Distance:** Monthly recurring charge applies to one business account with direct-dial, voice calling. Calls made to foreign mobile phones will be assessed a surcharge. © 2008 Embarq Holdings Company LLC. All rights reserved. The name EMBARQ and the jet logo are trademarks of Embarq Holdings Company LLC.